

OPERATIONAL PROCEDURE FOR CRU COMPLAINT/INCIDENT REFERRAL PROCESSING IN FIELD OFFICES

I. PURPOSE

To provide guidance to ensure that field staff consistently:

- Make requests to the Complaint Resolution Unit (CRU) for referrals and priority changes
- Report abuse, neglect, exploitation, and abandonment of vulnerable adults through email or call the toll-free hotline 1-800-562-6078.
- Email complaint/incident information changes, corrections and/or additions to CRU.

II. AUTHORITY

[Chapter 18.20 RCW](#) - Boarding Homes

[Chapter 18.51 RCW](#) - Nursing Homes

[Chapter 70.129 RCW](#) - Resident Rights

[WAC 388-76](#) - Adult Family Home Minimum Licensing Requirements

[WAC 388-78A](#) - Boarding Homes

[WAC 388-97](#) - Nursing Homes

III. OPERATIONAL PRINCIPLES

- CRU is the primary complaint/incident referral system for Residential Care Services (RCS).
- At the time of intake, CRU may refer the complaint/incident for investigation to a number of units/agencies (e.g. WA State Department of Health, law enforcement, local prosecutors, Adult Protective Services, etc.).
- The complaint/incident investigation process frequently identifies a need for the field to contact CRU to request a referral, priority change, make a mandatory report and/or request changes, corrections, and additions be made to complaint/incident information recorded in the database.
- CRU is responsible for processing and electronic recording all field requests for referrals, priority changes, complaint information changes and mandated reports.
- The field primarily communicates requests and changes to CRU using email transmittal.

IV. OPERATIONAL PROCEDURES

A. Referrals

For referrals related to an individual's practice, the following information should be emailed to the CRU unit manager:

- Field office name
- Complaint or incident control number
- Facility name

- Alleged perpetrator name, social security number, license number, agency name (if contracted individual), referral type (RPP, Nursing Commission, police, etc)
- Brief rationale for referral (individual practice of concern)
- Field Manager approval

For referrals related to facility practice, the following information should be emailed to the CRU unit manager:

- Field office name
- Complaint or incident control number
- Facility name
- Referral type (e.g. Fire Marshal, L&I, Medicaid Fraud Unit, etc)
- Brief rationale for referral (facility practice of concern)
- Field Manager approval

In an emergency to protect residents, the field can immediately refer the complaint/incident to the appropriate referral agency (e.g. police), but will still need to email the CRU unit manager with the information listed in previous list and that the referral has been done.

CRU will not accept phone or in-person referral requests.

B. Priority Changes

CRU prioritizes and enters into the database all complaint/incidents received on the hotline or by fax. CRU maintains an electronic record of all complaints/incidents that have a priority change as the result of a Field Manager's request. This centralized process makes certain all complaints/incidents are screened, triaged and prioritized in a uniform manner and in accordance with CRU policy and Federal/State requirements.

For priority change requests, notify the CRU unit manager with the following information:

- Field office name
- Complaint or incident control number
- Facility name
- Priority change requested
- Brief rationale for priority change (must be electronically noted in the complaint database)
- Field Manager approval (if staff email request)

CRU will not accept phone or in-person priority changes.

C. Mandated Reporting

The CRU is the State's centralized unit for processing mandated complaint/incident reports related to abuse, neglect, exploitation, and abandonment of vulnerable adults, including reports received from ADSA staff.

ADSA staff should email the CRU unit manager or call the hotline with the following information:

- Complainant first/last name, field office, telephone number (inform CRU if reporter wants to remain anonymous)
- Correct spelling of names, if known
- Details regarding “who, what, where, and when” of the mandatory report

CRU will accept reports by email or hotline from ADSA staff (RCS, HCS and DDD); CRU will not accept phone or in-person reports from staff.

CRU will not accept reports by email from the public.

D. Complaint/Incident Intake Information Changes

In accordance with [Chapter 74.34 RCW](#) statutory requirements, CRU maintains the centralized complaint/incident database that tracks all complainant and complaint/incident information in a confidential manner, including any changes to this information that referral agencies or the field found during investigation.

For information changes to the intake form, email the CRU unit manager with the following information:

- State complaint or incident control number
- Facility name
- Changes/corrections to be made (e.g. address, telephone number, complainant, facility, alleged perpetrator, alleged victim name)

CRU will not accept in-person reports for intake information changes.